**Name of Test: Computer Applications BM 1**

**Directions:**

*Write the letter of the choice that best completes the statement or answers the question.*

1. \_\_\_\_are formed voluntarily by members of an organization.
   1. quality circle
   2. informal work groups
   3. None of the above
2. \_\_\_is a group of employees from a single work unit who shares ideas on how to improve quality.
   1. groupthink
   2. quality circle
   3. group cohesiveness
   4. group conformity
   5. None of the above
3. Informal work groups can affect\_\_\_.
   1. productivity
   2. the morale of other employees
   3. the success of managers
   4. all of the above
4. A special type of informal group whose members share a purpose or concern is known as a (an)
   1. Shared work group.
   2. Individual work group.
   3. Interest work group.
   4. all of the above
5. Groups that exist to carry out specific tasks and may exist for a short or long period of time are usually called\_\_\_.
   1. formal work groups.
   2. informal work groups.
   3. shared work groups.
   4. individual work groups.
   5. None of the above
6. \_\_\_ is the act of rewarding people who engage in behavior that the manager wishes to encourage.
   1. leadership
   2. negative reinforcement
   3. positive reinforcement
   4. power
   5. None of the above
7. The idea that people are motivated by their need for achievement, power, and affiliation is most closely associated with\_\_.
   1. Herzberg.
   2. Maslow.
   3. McClelland.
   4. Fiedler.
   5. None of the above
8. Leaders who do not listen to other people but make decisions themselves are known as\_\_\_.
   1. laissez-faire leaders.
   2. autocratic leaders.
   3. democratic leaders.
   4. coercive leaders.
   5. None of the above or all of the above
9. The idea that most people seek to meet lower-level needs before they address higher-level needs is most closely associated with \_\_\_\_.
   1. Herzberg
   2. Maslow
   3. McClelland
   4. Fiedler
   5. None of the above or all of the above
10. The idea that leadership is related to the leader’s personality and the situation is most closely associated with\_\_\_.
    1. Herzberg
    2. Maslow
    3. McClelland
    4. Fiedler
    5. None of the above or all of the above
11. According to McClelland \_\_, \_\_ and\_\_\_ are the three needs that motivate people.
    1. Achievement, power and affiliation
    2. Income, type of job, race
    3. ability to lead, organize, motivate others
    4. Set individual work schedule, in charge of a group, being able to have company car
    5. None of the above or all of the above
12. \_\_is the struggle between people with opposing needs, wishes, or demands.
    1. stress
    2. burnout
    3. interpersonal conflict
    4. conflict
    5. None of the above or all of the above
13. \_\_occurs when excessive stress causes a person to lose interest in his or her job.
    1. conflict
    2. Response
    3. burnout
    4. stress
    5. None of the above or all of the above
14. Once personal problems become a matter of concern for the organization, an employee may be required to \_\_\_.
    1. Put in extra work hours to make up lost time.
    2. contact an employee assistance program.
    3. Leave and get another job.
    4. stay at home and hope things get better.
    5. None of the above or all of the above
15. A quorum is\_\_\_
    1. The minimum number of members that must be present to conduct business
    2. Guide for conducting meetings.
    3. ending or closure.
    4. a proposal formally made in a meeting.
    5. None of the above or all of the above
16. \_\_\_\_\_ is a guide for conducting meetings.
    1. adjournment
    2. second
    3. motion
    4. parliamentary procedures
    5. None of the above or all of the above
17. To \_\_is a proposal formally made in a meeting
    1. second
    2. quorum
    3. motion
    4. parliamentary procedures
    5. None of the above or all of the above
18. To\_\_indicates formally one’s support of a motion.
    1. adjourn
    2. second
    3. motion
    4. quorum
    5. None of the above or all of the above
19. \_\_\_\_is an ending of a meeting.
    1. Adjournment
    2. Motion
    3. Quorum
    4. Parliamentary procedures
    5. None of the above or all of the above
20. Numeric information can be easier to understand when shown as a
    1. Graph
    2. text
    3. PowerPoint
    4. Word document
    5. None of the above or all of the above
21. If you wanted to use a chart or graph showing comparison of item quantities which type of graph or chart would you use?
    1. bar graph
    2. line and area graphs
    3. pie chart
    4. None of the above or all of the above
22. The \_\_\_marks coordinate marks on the graph to help guide the reader.
    1. labels
    2. grids
    3. legends
    4. tick marks
    5. None of the above or all of the above
23. \_\_\_are the numbers that identify values displayed in the chart.
    1. Axes
    2. Data points
    3. Data labels
    4. Tick marks
    5. None of the above or all of the above
24. You need to enter a formula to find the total of touchdowns in a season of football at Stratford High School. What is the first character you enter into a cell?
    1. +
    2. (
    3. (
    4. =
    5. None of the above or all of the above
25. You want to find out the smaller number in a series of numbers in a spreadsheet. Which function do you use?
    1. SUM
    2. MAX
    3. MIN
    4. AVG
    5. None of the above or all of the above
26. The larger figure in a series of numbers is needed from a column or row of numbers in a spreadsheet. Which function do you use?
    1. SUM
    2. MAX
    3. MIN
    4. AVG
    5. None of the above or all of the above
27. Which type of chart should be used to represent data about percentage of savings, food, clothing, shelter, and transportation that someone has used in their budget?
    1. bar
    2. column
    3. pie
    4. line
    5. None of the above or all of the above
28. You friend needs to create a chart but she is unsure of which type to use. Your friend’s data is referencing the number of patients who have been serviced in a hospital within a three month time range. Which type of chart is most useful for this type of information?
    1. pie
    2. bar
    3. column
    4. line
    5. None of the above or all of the above
29. \_\_\_indicates various items of information such as scroll lock, number lock or caps.
    1. Active cell
    2. formula bar
    3. rows
    4. Status bar
    5. None of the above or all of the above
30. A \_\_\_ is highlighted with a thick border; stores information that is entered while it is active.
    1. active cell
    2. title bar
    3. rows
    4. worksheet tabs
    5. None of the above or all of the above
31. You are a \_\_\_learner if you learn best by touching, doing and moving
    1. visual
    2. auditory
    3. kinesthetic
    4. None of the above
    5. All of the above
32. You are a \_\_\_learner if you learn best by hearing information.
    1. auditory
    2. kinesthetic
    3. visual
    4. all of the above
    5. none of the above
33. You are a \_\_\_ learner if you learn best by seeing information.
    1. auditory
    2. Response
    3. Response
    4. Visual
    5. None of the above
34. When taking Cornell notes what does the S.T.A. R. mean?
    1. Set up your paper, take the notes, and apply your own thinking to the notes.
    2. Start, try to remember what you wrote, ask questions, and rewrite your notes.
    3. Study, trim the fat, ask questions, and recite to yourself.
    4. Say notes out loud, trim the fat, ask a friend for their notes, remind yourself it’s your fault because you fell asleep during the note taking time.
    5. None of the above
35. When taking Cornell Notes which process should you not use?
    1. Write down main points
    2. Use abbreviations
    3. Write down every word the teacher says
    4. Do not write to many notes.
    5. all of the above
36. Essay question

Bill is a computer programming major at a community college. He also works as a salesperson in the hardware department of a major department store, where he has been promoted to department head.

Bill has a credit card, and he is enjoying the additional buying power it gives him. Bill has made some large purchases on his credit card and has reached his credit limit. Bill’s friends, Preston, Tony, and Tina, also have credit cards from the store where Bill works. They come in often to shop when Bill is working.

List three advantages and three disadvantages to using a credit card and discussion your reasons.